Office Assistant Position Description

POSITION OVERVIEW:
An Office Assistant (OA) is an academic-year student employee within Housing and Residence Life (HRL) who serves as one of the front-line representatives of the department for students, families, and guests. A successful candidate should be able to manage administrative duties, customer service requests, and residence hall security-related tasks. All OAs are supervised by the Administrative Specialist assigned to their respective desk location.

POSITION RESPONSIBILITIES & EXPECTATIONS
All essential duties and responsibilities of the Office Assistant position reflect one or more of University Life’s Student Employee Experience goals: Communication, Self-Awareness, Work Ethic, Problem-Solving, and Working with Others.

Communication
- Provide excellent service and support to all Mason students, staff, families, and guests through in-person, phone, and e-mail interactions while managing the HRL desks
- Submit work orders into the mPulse system as needed; communicate with maintenance and other on-call staff to address after-hours facilities issues

Self-Awareness
- Assist with student concerns and crisis situations when necessary; connect students with the appropriate on-call HRL staff and/or other campus resources
- Maintain confidentiality with sensitive student information; ensure the privacy and confidentiality of residents and staff members based on departmental expectations

Work Ethic
- Assist students in need of lock-out services per HRL protocol; complete all administrative processes related to lock-out documentation and billing
- Maintain accurate records of student interactions at the assigned HRL desk, including equipment rentals, issuance of loaner cards, and other student concerns
- Participate in all aspects of fall and spring semester HRL Student Staff Training as well as ongoing professional development throughout the academic year
- Attend weekly HRL student staff meetings on Wednesdays at 7:30pm-9:30pm
Problem-Solving
- Assist students, staff, and guests at the HRL desks with all questions and concerns; make appropriate referrals to other departmental, division, or University resources
- Collaborate with other members of the HRL professional and student staff to address student concerns and requests; participate in short and long-term projects designed to improve the residential student experience

Working with Others
- Assist with large scale initiatives and programs sponsored by Housing and Residence Life including residence hall opening and closing procedures
- Assist with HRL desk operations by providing coverage for at approximately 10-12 hours per week
  - Standard OA desk hours include: Monday-Friday 11:00am-2:00pm & 5:00pm-9:00pm, Saturday-Sunday 5:00am-9:00pm.

COMPENSATION
Office Assistants will be compensated at the rate $10.00/per hour for all shifts. OAs will typically be scheduled for 10-12 hours per week but may be required to work additional shifts during peak times of the academic year, such as residence hall opening and closing.

PERIOD OF APPOINTMENT:
The Office Assistant position is a single academic-year appointment, beginning in August 2019 and concluding in May 2020. Office Assistants must fully participate in all aspects of student staff training in August 2019 and assist with residence hall closing in May 2020 in order to fully complete the expectations of the position.

POSITION REQUIREMENTS
To hold an Office Assistant position, a student must fulfill the following criteria:
- OAs must be enrolled as a full-time undergraduate student. OAs enrolled in more than 18 credits per semester must seek prior approval from their immediate supervisor
- At a minimum, OAs are required to maintain a 2.5 cumulative GPA and a 2.5 semester GPA throughout employment
- OAs must have reached sophomore standing by the start of employment or completed two (2) academic semesters at Mason
- All OAs must successfully complete a background check before beginning their position
- All Housing and Residence Life student staff are required to uphold and execute all Housing and Residence Life policies

To hold an Office Assistant position, a student must fulfill the following co-curricular criteria:
- Ability to commit to the position for a full academic year
- OAs must remain in good standing with the University and with Housing and Residence Life
- Failure to meet any of these requirements may result in termination or rescinding of employment